

APPENDIX C



AS A SUBSCRIBER TO CABLE SERVICES, YOU ARE ENTITLED UNDER FEDERAL LAW TO KNOW THE FOLLOWING:

1. In order that we may continue to provide reliable, high quality service and maintain adequate records, we keep regular business records that contain your name, address, telephone number, and other personally identifiable information. Such records include billing, payment, deposit, complaint and service records, records of information you have furnished to us, such as the location and number of television sets connected to cable and the service options you have chosen. We use this information to sell, maintain, disconnect and reconnect services; to make sure that you are being billed properly for the services you receive; and to maintain financial, accounting, tax, service and property records including records required by the terms of our franchise.

2. We consider information we keep to be confidential. We may collect personally identifiable information from you and may disclose it to a third party if (a) you consent in advance in writing or electronically; (b) disclosure is necessary to render cable service and other services we provide to you and related business activities; or (c) disclosure is required pursuant to a court order and you are notified of such order. We may make your records available routinely to employees, agents and contractors to install, market, provide and audit cable service; to an independent billing house to send bills; to a mailing service for sending program guides; to programmers and outside auditors to check our records; to attorneys and accountants as necessary to render service to the company; to potential purchasers in connection with a system sale; to franchising authorities to demonstrate compliance; and to collection services if required to collect past due bills. The frequency of disclosure varies according to business needs. We may also electronically test the system from time to time to determine whether you are being billed

properly for the cable services you are receiving.

3. Unless you object, we may from time to time also disclose your name and address for mailing lists and other purposes permitted by law. We will not disclose the extent of your viewing or use of a particular service or the nature of any transaction you may make over the cable system, but we may disclose that you are among those who subscribe to a particular service. If you wish to remove your name from such lists or limit the use of your name at any time, please obtain from our system office a non-disclosure form and sign and return such form to our system office.

4. We will maintain information about you for as long as we provide service to you, and for a longer time if necessary for our business purposes. When information is no longer necessary for our purposes, we will periodically destroy the information unless there is a legitimate request or order to inspect the information still outstanding.

5. You have the right to inspect our records that contain information about you and to correct any error in our information. If you wish to inspect the records at our system office pertaining to you, please contact us to set up an appointment during regular business hours. Federal law limits the collection and disclosure of these records. If your rights under federal law are violated, you may bring a private action in federal district court to remedy that violation. In addition, the government may obtain disclosure of personally identifiable information by court order, if it offers evidence that such records are material to a criminal case, and if you are given the opportunity to appear and contest the disclosure of the evidence.

APPENDIX D

The Federal Cable Communications Policy Act of 1984, Pub.L. 98-549, 47 U.S.C. 521 (1984) et seq., (the "Cable Act") established, among other things, a nationwide policy regarding the privacy of cable subscribers. The purpose of this notice is to inform subscribers to our cable television system of the privacy protections established by the Cable Act.

1. The cable television company may collect and maintain certain "personally identifiable information" about its subscribers, including the following types of information:

- Names
- Addresses
- Home and work telephone numbers
- Drivers' license and social security numbers
- Places of employment
- Billing and payment records
- Service and repair records
- New service and premium service subscription information
- Marketing information
- Service complaints
- Opinions collected by telemarketing methods or mail
- Number and location of cable outlets in homes or places of business

2. As permitted by the Cable Act, such information is collected and used as necessary to render or conduct legitimate business activities related to the services which the cable television company provides. Examples of related business activities for which the information may be used are:

- Billing, accounting and tax purposes
- Account collection purposes
- Assembling marketing and research information
- Providing programming services
- Providing installation and repair services

3. The personally identifiable information described above may be disclosed to the following types of persons and entities:

- Employees and agents of the cable television company
- Entities providing cable programming and cable administrative services
- Cable installation contractors
- Cable billing services companies
- Debt collection agencies
- Cable program guide distributors
- Cable customer service representatives
- Other persons or entities as necessary to render or conduct a legitimate business activity related to a cable service or other service provided by the cable television company to the subscriber.

4. Personally identifiable information may be disclosed by the cable television company as often as required for the purpose of its disclosure, and in some instances may be disclosed on a day-to-day basis. By way of example, such information may be disclosed on a monthly basis to billing services companies in connection with the preparation of billing statements; such information may be disclosed to debt collection agencies when a past due account is submitted for collection; and such information may be disclosed for the purpose of providing installation and repair service on an "as needed" basis.

5. The cable television company retains the personally identifiable information it collects for as long as it is needed for the purpose(s) for which it was collected. By way of example, names, addresses, telephone numbers, and service subscription information are retained indefinitely for use by the cable television company in connection with the marketing of its programs and services; viewer opinions are retained only so long as it takes to assemble information into aggregate data; billing and payment records are retained by the cable television company for as long as the company may pursue debt collection actions and for as long as such information may be needed for the company's tax reporting purposes; information such as driver's license and social security numbers, work telephone number and place of employment are retained for one year after a subscriber's final bill has been paid or after an unpaid account has been submitted to a collection agency; installation records, service and repair records, and subscriber complaints are retained indefinitely so that the cable television company can assemble information required by local governmental authorities' review or franchise renewal.

6. Any subscriber may inspect his, her or its own personally identifiable information in the files of the local office of the cable television company during regular business hours upon at least five days' prior written request. (Preparation of one subscriber's personally identifiable information is sometimes necessary to avoid disclosure of information relating to other subscribers.) Subscribers may immediately correct any error in such information.

7. The cable television company's abilities to collect and disclose personally identifiable information are limited to those set forth in this notice unless prior written or electronic consent has been obtained from the subscriber. To the extent applicable, the cable television company will not use the cable system to collect personally identifiable information concerning any subscriber without the prior written or electronic consent of the subscriber, except to obtain information necessary to provide cable or other service to the subscriber and except to detect unauthorized reception of cable communications.

8. The cable television company may from time to time make available name and address lists and disclose other personally identifiable information about its subscribers for non-cable related purposes, such as advertising companies or charitable organizations for use in fund raising. Disclosures of information made in this regard do not reveal, directly or indirectly, any information regarding a subscriber's use of the cable system or viewing habits, nor do they reveal any information regarding the nature of any transaction made by the subscriber over the cable television company's cable system. Nevertheless, a subscriber who wishes to limit or prohibit the use of his, her or its own personally identifiable information in this regard may do so by calling the local cable television company office. The cable television company will provide the subscriber with a form to be completed and returned to the local office to effect the removal of the subscriber's personally identifiable information from lists that are distributed to such third parties.

9. In accordance with the Cable Act, the cable television company also may disclose personally identifiable information if it is required to do so by court order. The subscriber will be informed before any information is released in this manner. In an instance when a governmental entity seeks a court order to obtain personally identifiable information concerning a cable subscriber, the subscriber will be given an opportunity to contest such an order. A governmental entity may obtain personally identifiable information about a cable subscriber pursuant to court order only if the governmental entity proves, in the court proceeding relevant to the order, that the subject of the information is reasonably suspected of engaging in criminal activity, that the information it seeks to collect is material evidence in its case, and that the subject about which it is attempting to collect such information is given an opportunity to contest the claim.

10. Subscribers are advised that the Cable Act entitles a subscriber to the following relief. Any person aggrieved by any act of a cable operator in violation of the section of the Cable Act entitled "Protection of Subscriber Privacy," 47 U.S.C. 551, may bring a civil action in a United States District Court. The court may award actual damages but not less than liquidated damages computed at the rate of \$100 a day for each day of violation or \$1,000, whichever is higher; punitive damages; and reasonable attorneys' fees and other litigation costs reasonably incurred. The remedy provided by that section is in addition to any other lawful remedy available to a cable subscriber.

11. The cable television company may also be subject to state and local laws relating to subscriber privacy, consistent with the Cable Act.

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CERTIFICATE OF SERVICE

I, Roanne Kuenzler, do hereby certify that on this 11th day of April, 1994, I have caused a copy of the foregoing **COMMENTS OF U S WEST COMMUNICATIONS, INC.**, to be served via first-class United States Mail, postage prepaid, upon the persons listed on the attached service list.


Roanne Kuenzler

***Via Hand-Delivery**

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